



Trust Headquarters
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West Sussex
RH10 9BG

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www.secamb.nhs.uk

18th May 2026
Internal Reference: 260435
Email:

Dear ,

Thank you for your request for information, which we received on **24/04/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request and our Formal Response

I am writing to request information under the Freedom of Information Act 2000 regarding the Trust's handling of Data Subject Access Requests (DSARs) over the past five years.

Please provide the following information, broken down by financial year where possible (e.g. 2021–2022, 2022–2023, etc.):

1. Volume and Timeliness

- Total number of DSARs received

Non – HR DSARs

2021	2022	2023	2024	2025
431	442	527	752	1,172



HR DSARs

21/22	22/23	23/24	24/25	25/26
56	67	98	123	103

- Number completed within one calendar month

Non – HR DSARs

2021	2022	2023	2024	2025
357	632	476	709	945

HR DSAR

21/22	22/23	23/24	24/25	25/26
23	43	75	86	46

- Number completed within an extended timeframe (beyond one month)

This information is not recorded for Non – HR DSARs.

HR DSAR

21/22	22/23	23/24	24/25	25/26
21	7	4	8	23

- Number exceeding statutory timeframes



Non – HR DSARs

2021	2022	2023	2024	2025
75	80	51	43	226

HR DSARs

21/22	22/23	23/24	24/25	25/26
21	20	19	35	21

- Average response time (in days)

Non – HR DSARs

2021	2022	2023	2024	2025
12	17	8	6	16

HR DSAR

21/22	22/23	23/24	24/25	25/26
50	39	28	39	39

- Longest response time recorded



Non – HR DSARs

2021	2022	2023	2024	2025
154	834	98	65	184

HR DSAR

21/22	22/23	23/24	24/25	25/26
180	148	218	440	228

- Number of DSARs that have been initially accepted and/or not asked to refine the search within the one calendar month deadline.

This information is not recorded by the Trust.

2. Use of Extensions (UK GDPR Article 12(3))

- Number of DSARs where an extension beyond one month was applied

This information is not recorded for Non – HR DSARs.

HR DSARs

21/22	22/23	23/24	24/25	25/26
21	7	4	8	23



- Recorded reasons for applying extensions (categorised if possible, e.g. complexity, volume, third-party data)

This information is not recorded by the Trust.

- Any internal criteria or framework used to determine when a DSAR is considered “complex”

The Trust holds a DSAR policy which is currently under review. We do not hold a specific criterion or framework when responding to general DSAR requests from patients / their representatives.

3. Clarification Requests and “Pausing” of DSARs

- Number of DSARs where the Trust requested clarification from the applicant

This information is not recorded by the Trust.

- Number of DSARs where processing was paused pending clarification

This information is not recorded by the Trust.

- Average duration of such pauses (in days)

This information is not recorded by the Trust.

- Any policy or guidance that sets out when a DSAR can be paused or clarification requested

- Whether the statutory timeframe continues or is paused during clarification requests, according to Trust policy

The Trust holds a Data Subject Access Request (DSAR) policy which is currently under review. The requested information is published on the Trust's website and is therefore reasonably accessible to you by other means. Accordingly, it is exempt from disclosure under section 21(1) of the Freedom of Information Act 2000 (information accessible to the applicant by other means). Section 21 is an absolute exemption and is not subject to the public interest test. The policy can be accessed on the [Trust's website](#). If you have difficulty accessing the information online, please contact us and we will consider providing it in an alternative format. In addition to this guidance is sought via the ICO website, please see extract below:

[A guide to subject access | ICO](#)

If you process a large amount of information about an individual, you may be able to ask them to specify the information or processing activities their request relates to, if it is not clear. The time limit for responding to the request is paused until you receive clarification, although you should supply any of the supplementary information you can do within one month.

4. Refusals and Restrictions

- Number of DSARs refused in full or in part
- Legal basis for refusal (e.g. manifestly unfounded or excessive under UK GDPR Article 12(5))
- Number of DSARs where the scope of the request was reduced or limited by the Trust

This information is not recorded, but clarification on the scope may be requested.

5. ICO Engagement and Complaints

- Number of complaints made to the Information Commissioner's Office relating to DSAR handling involving the Trust
- Number of cases where the ICO required action, issued recommendations, or investigated



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- Details of any enforcement action, reprimands, or formal outcomes relating to DSAR compliance

In all instances a formal response was issued to the ICO by the Trusts Data Protection Officer. Whilst the ICO provided a response, the Trust was not issued any enforcement action, reprimands or formal outcomes.

Please refer to the table below for number of complaints made to the Information Commissioner's Office relating to DSAR handling involving the Trust:

Year	Complaints received
2021	2
2022	2
2023	3
2024	0
2025	2

6. DSARs Relating to HR / Disciplinary Matters

- Number of DSARs relating to HR or disciplinary investigations (anonymised, aggregate data only)

This information not recorded by the Trust.

- Whether DSARs relating to disciplinary matters are subject to different handling processes, including extensions, refusals, or redaction practices

This information not recorded by the Trust.

Next steps



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Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust



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